



National Highway Tratile Safety Administration

JUN 7 2004

CERTIFIED MAIL RETURN RECEIPT REQUESTED

Gay P. Kent, Director Product Investigations General Motors Corporation Mail Code 480-106-304 30500 Mound Road Warren, MI 48090-9055 NVS-214ns EA04-012

Dear Ms. Kent:

As you are aware, on April 30, 2004 the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) upgraded PE04-004 to an Engineering Analysis (EA04-012) to further investigate allegations of hydraulic pump failures resulting in a loss of power assist for steering and/or braking in MY 2000-2004 Chevrolet and GMC 2500 and 3500 series trucks.

This office has received an additional 11 reports since opening PE04-004. Copies of each of the 11 new reports are enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- Subject vehicles: All MY 2000-2004 Chevrolet and GMC 2500 and 3500 series trucks
 manufactured for sale or lease in the United States equipped with a hydro-boost system.
 Please note that ODI has expanded this definition to include MY 2003 and 2004, but
 limited it to hydro-boost equipped vehicles.
- <u>Subject component(s)</u>: All versions of the hydraulic pump used to provide power assist to the braking and steering systems installed on the subject vehicles
- <u>Peer subject vehicles</u>: All MY 1995-1999 Chevrolet and GMC 2500 and 3500 series trucks manufactured for sale or lease in the United States equipped with hydro-boost.
- <u>GM</u>: General Motors Corporation, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all on the incorporated of their headquarters, regional, zone and other offices and their employees, and all of the incorporated of the incorporate of the



directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after January 1, 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including, but not limited, to people who have the capacity to obtain information from dealers.
- Alleged defect: Any failure, malfunction or otherwise unsatisfactory performance of the hydraulic pump, resulting in a reduction or loss of power assist to the steering and/or braking system.
- <u>Crash</u>: Any event, regardless of dollar amount, in which a physical impact involving a
 subject vehicle causes personal injury, personal or public property damage, or results in
 destruction of roadway or utility property and arises from an allegation of loss of control
 of a subject vehicle.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by GM, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any

other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, armotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to continue its evaluation of the alleged defect, additional information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as GM has previously provided a document to ODI, GM may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After GM's response to each request, identify the source of the information and indicate the last date the information was gathered.

- Separately state, by model and model year, the number of subject vehicles that GM has
 manufactured for sale or lease in the United States. Separately, for each subject vehicle
 manufactured to date by GM, state the following:
 - a. Vehicle identification number (VIN):
 - b. Make:
 - c. Model;
 - d. Model Year:
 - e. Date of manufacture;
 - f. Date warranty coverage commenced.

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- 2. State the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - Consumer complaints, including those from fleet operators;
 - Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where GM is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and GM's assessment of the problem, with a summary of the significant underlying facts and evidence. For items e and f, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- 3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - GM's file number or other identifier used;
 - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - Whether a crash is alleged;
 - Whether property damage is alleged;
 - k. Number of alleged injuries, if any, and
 - Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a preformatted table which provides further details regarding this submission.

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.
- 5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. GM's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN:
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- Problem code:
- Replacement part number(s) and description(s);
- j. Concern stated by customer, and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- 6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by GM on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that GM offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that GM has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that GM's short name is planning to issue within the next 120 days.

- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, returned warranty part inspections, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, GM and were not reported in the PE04-004 IR response. For each such action, provide the following information:
 - a. Action title or identifier,
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
 and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 9. Describe all modifications or changes made by, or on behalf of, GM in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change that was not reported in the IR response to PE04-004, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part numbers (service and engineering) of the original component;
 - e. The part number (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component;
 - Whether the modified component can be interchanged with earlier production components; and
 - The number of subject vehicles built with the change.

Also, provide the above information for any modification or change that GM is aware of which may be incorporated into vehicle production within the next 120 days.

- 10. Please provide a complete technical description of the accumulator used on the subject vehicles. Include information relative to the performance of the accumulator. If multiple accumulators have been used, repeat for each version and indicate which accumulators were used on which models and model years.
- 11. State the number of each of the following that GM has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale:
 - Subject component; and
 - b. Any kits that have been released, or developed, by GM for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which GM is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

- 12. For each subject vehicle model please provide the following information:
 - a. GVWR
 - b. Front GAWR
 - c. Vehicle turning radius
 - d. Wheel cut
 - e. Scrub radius
 - f. Tire selection(s)
 - g. Steering gear ratio
- 13. For each of the 22 vehicles, in which a crash is alleged (see VIN list attached), please provide a complete list of power-train and suspension options installed on the vehicle when sold to the first retail producer (e.g. 2WD, 4WD, towing package, snowplow package, tire selection, etc). Provide a description of all option packages that details the included components and GM's intended use for each option package.
- 14. State the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in "peer subject vehicles" of MY 1995-1999:
 - Consumer complaints, including those from fleet operators;
 - Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - c. Warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign

For subparts "a" through "c," state the total number of each item separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a warranty claim involving the same incident in which a crash occurred are to be counted as a crash report, a warranty claim and a consumer complaint).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PEER DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- 15. Provide copies of any marketing research, assessments, studies, and other similar efforts that GM has undertaken, or that have been taken on GM's behalf, that relate to the demographics of the subject vehicles' owners, whether anticipated, projected, or actual. Please include any such efforts conducted by GM or on its behalf that examined the physical characteristics of drivers and anticipated vehicle usage, such as for passenger, cargo, and trailer-hauling related duties.
- 16. Furnish GM's assessment of the alleged defect in the subject vehicle, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - What warnings, if any, the operator and the other persons both inside and outside the
 vehicle would have that the alleged defect was occurring or subject component was
 malfunctioning; and
 - f. The crash reports included with this inquiry.

This letter is being sent to GM pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. GM's failure to respond promptly and fully to this letter could subject GM to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If GM cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, GM does not submit one or more requested documents or items of information in response to this information request, GM must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include

all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

GM's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by July 12, 2004. Please refer to EA04-012 in GM's response to this letter. If GM finds that it is unable to provide all of the information requested within the time allotted, GM must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If GM is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information GM then has available, even if an extension has been granted.

If GM claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, GM must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. GM is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Nate Seymour of my staff at (202) 366-6965.

Kathleen DeMeter, Director
Office of Defects Investigation

Enclosure 1, one CD ROM titled Data Collection Disc containing four files, copies of 12 VOQ's in Adobe pdf format and list of crash vehicles

12 VOQs (10063757, 10060670, 10058691, 10057757, 10057046, 10056310, 10055619, 10055433, 10055427, 10053178, 10066906)



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Include: if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEPTS IF HECESSARY
The Privacy Act of 2974-Public Law 93-579 This information is requested personnel to method by the Intional Highway Traffic Splicty Act and subsequent attendments. You are under no obligation to respons this questions are. Your response may be used to make the INTEA in determining whether a Hamalacturar about this appropriate action by correct a arrivey defact. If the INTEA presents with administrative embrousement or Rigation against a manufacturar, your response, or a statistical arrangery because the support of the appropriate.

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| 1010/25071 | | | | | | | G-10 | | | 31.1100000 | | 2000 |
| Date Purchase 31-DEC-99 | ed ' | Duster's Nat VON HOLZE | | | | | • | | | Engine: | | Fuel Type: |
| Ortuinal Owner | - | Dealer's City | | 3-002- | 0141 | - | State | Zip Co | vdn. | No: Cylinders <u>B</u> | | |
| | | ASHLAND | | | | | WI | | MG | | | |
| Transmission Type | XI A | ntilock Strakes | Powertr | alm | | | Vehicle C | | | | | |
| AUTOMATIC | 3 0 | uise Control | | | | | | | | i, HYDRAULIC: POW | ER AS | SIST |
| | <u> </u> | | | | | | Multiple F | fallure: | 2 | | | |
| | | | | | ED COMPONE | T(S) | /PART(\$ | DIFOR | MATIO | N | | |
| Incident Date(s) 20-JAN-2004 | | re Misage 62000 | Fallure Sp 10 | peed | | | | | | | | |
| | | 02500 | | | | | | | | | | |
| - · · | | ADDI | TOMAL II | HA I | O RE COMPL | T₽ | WOIEN RE | PORTU | | | | |
| Tre Make | | | Tre | Model | (Name or Numb | ber) | | | _ Thr | Size (Example P21 | 5/65R | 115) |
| DOT No. (Example: | DOTH | AL9A9C036) | | Origin Prior | al Equipment Secolin | - | Failure Lo | cation: | | | | |
| The Component Cod | 6 | | | | | | | | Tire | Failure Type | | |
| | | ADDITION | ALITEM | тов | E COMPLETED | WH | EN REPOR | TIMO A | CHILD | SEAT FAILURE | | |
| Make: | | | | | Date Manufact | tured | | Ņ | lodel No. | /Neme: | | |
| Seat Type: | . " | | | | Installation Sys | stem | | | | | | |
| Child Seat Compone | mt Coc | e: | Falled | | · | | | | | | | |
| | | | (Piense e | | LICABLE INC. In detail the hold | | | | | v(lest.) | | |
| Crash | Fire | | | | sons Intured | | mber of Dea | | Report | ed to Police N | | |
| Marrative Descripti Planse describe (1) | on of I | es X No neklent(8), C | resh(es), | and In | my(les). | | | | | | | |
| Le, parts repaired | or rept | eced (and F | id part be | 7 |) 10 Maire and 165 ♣). | COM | PRIMINGES, | ana (3) | WHILE WA | es done to correct | 201 | |
| CONSUMER STATE CONSUMER SHUT | D THAT | TABOUT 2 W | EEKS AGO XFF AND T | WHEU HEN RI | BACKING OU | T OF VEHIC | THE GARA | GE, THE | POWER | BRAKES AND POW | ER \$1 | EERING FAILED. |
| | | | | | _,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | | | | | | |
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| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| Include, if available | : Polic | e/Fire Decarl | ment Reco | ort. Ph | tos, and Reca | ł Irw | oice. | | ΔT | TACH ADDITIONAL | SHE | TS IF NECESSARY |
| he Privacy Act of 1874 | -Patric | Lev 13-577 Th | is informati | 10 pr 400 | للاقتضاعي أيسيندا | TO AV | therky restr | rd in the | Residence i H | ipinary Traffic Sulety | Act are | d salte equest |

amendments. You are under no obligation to respect this questionable. Your response may be said the MITTA in determining whether a Minute charge sketch take appropriate action to correct a safety defect. If the MITTA proceeds with administrative enforcement or Right ion symbol a resnull clarer, your response, or a statistical assumery thereof, may be used in support of the agency a action.

U.S. Department

of Transportation

DOT Auto Safety Hotilina

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

FOR AGENCY USE ONLY 100148 Date Received Repository 🔲

| National Highway Traffic Safety Administration CHART INFORMATION (Type or Print) | | | | | | | | | 14- | -JAN-2004 | Reference No. 10053178 |
|---|------------|-----------------------------|----------|----------------------|--------------|-------------------------------------|---------------------------|-----------|------------|---------------------------------------|--|
| | ON | MER INFOR | MATI | ON (Type | OF | Print) | | | D44 | | E and Address |
| Maine | | | | | | | | | | | |
| Addres | | | | | | | | | | | |
| City | | | | | | | | | | | |
| Do you authorize In the absence of | 'en eut | | | | | | | e to th | na vehicle | MYES | NO |
| Signature of Own | <u>er</u> | | | | _ | VEHICLE DEFOR | | Date | | <u></u> | |
| 17 digit Vehicle Ident | Ckalled | Municipal Location | d or h | offered out who | | | | | | Model | Model Year |
| 1GCHC231X1/ | | | u at 00 | | USIM | Sty (vi) (vi wei 2 See | CHEVROLE | 缸 | | 2500 HD | 2001 |
| Date Purchas 28-NOV-00 | | Dealer's Nan | | i Telephon | ie Ni | umber | | | | Engine: No: Cylinders 8 | Fuel Type: Diesel |
| Original Owne | <i>-</i> | Dealer's City | <i>-</i> | | | | State | Zap C | ode | <u> </u> | |
| Transmission Type AUTOMATIC | | ntillock Braikee | | vertrain AR WHEEL | not | n.e. | Vehicle Co 033200 St | • | | | 'ER ASSIST:HYDRAULIC |
| , AUTORNIA | LEG CI | ruke Control | Vo. | UK 971 = E.E. | | . V E | Multiple Fi | ature: | . 1 | | |
| | | * .: | | | 四 | COMPONENT(5) |)/PART(5) | INTO | RMATIC | ж | |
| Incident Date(s) 30-DEC-2003 | | re Mileage 54613 | Faku | re Speed 10 | | · . | _ _ | | | | · · |
| | | ADDIT | | | | ME COMPLETED | WHENRE | ORIZ | | | |
| Tire Make | | | | | | ame or Number) | | | Пп | e Size (Example P21 | 5/65R15) |
| DOT No. (Example: | | ALSABC036) | | Origin | nal E Rer | Equipment pair | Falure Loc | ation: | | · · · · · · · · · · · · · · · · · · · | - |
| Tre Component Co | <u>ae</u> | | | | _ | | | | | Fallure Type | |
| | | ADDITION | AL II | EMS TO F | _ | _ | | | | SEAT FAILURE | |
| Make: | | | | | _ | rte Manufactured | | | Model No. | ./Name: | |
| Seat Type: | | 4 | | 4 P | | stallation System | <u> </u> | | | | |
| Child Seat Compon | ant Cox | le: | Fe | aled Part: | | | | | | | |
| | | | æ | | | CABLE INCIDENT detail the backering | | | | ry/led.) | |
| Crash | Fire □Y | fes X No | Mun | mber of Per O | erson) | ns Intured Nu | mber of Dea 0 | | | ted to Police N | |
| Mirrative Descript Means describe (1 Le, parts repaired | L) eveni | es loading up | to the | fallore, (2 | 2) Au | Afterna and its con- | anquences, | 2 mar (2 | i) what w | us does to correct! | itio felium; |
| | | | _ | | _ | | POWER STE | FRING | FAILURE | AI MOST RESULTIN | IG IN A CRASH AS I WAS |
| ALMOST NOT ABL | E TO SE | RING THE VEH GOT THE PAR | RCLE T | TO A STOP | P, U AD H | HELP WITH YOUR | WAS IN FRO R INVESTIGA | ONT O | FME. ME | ECHANIC STATES THEY I WAS NOT TOWN | HAT PUMP SHAFT HAD A NG MY 10,000 POUND |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| l | | | | | | | | | | _ | |
| Instacle, if availab The Privacy Aut of 197 | | | | | | | | ed in the | | | SHEETS IF NECESSARY |

Should take appropriate action to connect a artery defect. If the MITSA precised with ad ministrative eath connect or different account a manufacturer, your response, or a statistical agency thereof, say he seed in support of the agency a oction.

U.S. Department of Transportation

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT

| FOR AGENCY USE ONL | Y 100148 |
|--------------------|---------------------------|
| Date Received | Repository 🖺 |
| 12-3AN-2004 | Reference No. 10053002 |

| Traffic Safety Administratio | | INT | ER NE | (1-68 6 - Tawwash | 327-4236) ten.dot.gov | //h | otline | | 12 | -3AP-2004 | | 053002 |
|--|----------------------------|---|-----------------------|--|--|-----------------|---------------------------------------|----------|----------------------------|---|--------|------------------------------|
| | 6 | VINER INFOR | MAT | ION (Type o | or Print) | | | | | | | |
| Nume | | | | | | | | | | | | |
| Address | | | | | | | | | | | | |
| City | | | | | | | | | | | | |
| | | | | | | | | | | <u>_</u> | | |
| Do you authorize In the obsence of Signature of Own | f en au | A to provide a thorization, N | HTS/ | y of this repo | rt to the meni provide your i | ufaci ne est | turer of yo e or eddres | us to ti | ncie? he vehick | YES COMENUTES. | NO | |
| Signal Car Stor | ~ | | | | | | | Pate | · | <u></u> | | |
| 17 digit Vehicle Iden | Hillery Char | Marshar (conto | -1 - b b | witten of which | VEHICLE IN | | | | | Model | | Model Year |
| r age veloc men | | | | ~~~ | | | CHEVROL | E | | C/K 3500 | | 2001 |
| Date Purche | ed | Dealer's Nar | ne ar | nd Telephone | Number | | | | | Engine: No: Cylinders 8 | | Fuel Type: Gas |
| Original Own | . | Dealer's City | <u> </u> | | | | State | Zφ¢ | Code | | | |
| Tronsmission Type AUTOMATEC | 1 | ntillock Brakes | | wertratn AR WHEELD | ene | | Vehicle 0 015100 : | | | e RAULIC POWER ASS | IST:PL | JMP |
| RC10-H12 | LIBIT C | ruise Control | | AK MINCEL, D | KĮVE | | Multiple I | fatiure | : 1 | | | |
| | | | | | D COMPONED | T(3 |)/PART(S |) Det | RMATE | ON | | |
| Inctient Date(s) 09-JAN-2004 | | re Mienge 127000 | Feli | ure Speed 45 | | | | | | | | |
| | | ADOTT | TON | ALITEMS T | D BE COMPLE | TΕD | WHENR | PORT | ING A TI | REPAILURE | | |
| Tire Make | | | | Tre Model (| Name or Numb | | | | | re Size (Example P2) | 5/65P | 115) |
| DOT No. (Example | | AL9ABÇ036) | | Ortginz | d Equipment epair | | Faiture Lo | cetton | : | | | |
| Tire Component Co | KA: | | -1.4 - | | | | · · · · · · · · · · · · · · · · · · · | | | e Failure Type | | |
| Mala. | | ADDITION | WFI | | | _ | | TENG | | SEAT FAILURE | | |
| Make: Sept Type: | | | | | Date Manufact | | | | Model No | y Weights: | | |
| Chiki Seat Compor | - | - | _ | Faded Part: | Installation Sys | | <u> </u> | | | | | |
| Control Code Costspor | | | | | TICABLE INCI | DEN | T THEORN | ATTO | | | | |
| | | | æ | | o detail the toolch | | Federals (| antie. | s), and inte | | | |
| Crash | To. | res XINo | } ``` | . 0 | ons Intured | Nu | mber of De C | aths. | Repor | ted to Police Y | | |
| Marrattre Descrip Pienes describe (Le, parts repaired | l) even | جو والقدموا حار | to B | e fallure, (2) | fallers and Ex | Code | iotpaincis, | , and (| 3) whit r | na dose to correct | the fa | hre; |
| I HAVE A 2001 CI MOUNTAIN STOE CALLED MY DEAL | HEVRON WHEN I ERSHIP | LET C3500 PIC I APPLIED MY TALKED WITH | KUP, BRAI H A T | I AM A TRAI KES, MY POW ECHNICIAN, | LER PULLER FO ER STEERING I WAS INFORM | WBN 4ED 1 | T OUT ALS THAT THEY | O MY (| POWER B E HAVING | CA, AND DRIVING D RAKES BECAME REA PROBLEMS WITH PO BRING AND BRAKES I | L HAR | LD , LATER I STEERING |
| Inchase, li sivalle) | de: Poli | ce/Five Depart | tment | Report, Pho | tos, and Repa | r Im | roite. | | A | TTACH ADDITIONAL | SHFF | TS IF NECESSARY |
| are undescribe. Too are | under r | no eb ligatio s to : u to convect a ::: | raspe Histy : | ed Win quadic defect. If the N | estatre. Tour mag HTSM processes to | - | anay ha wa | d to ap | a Rictional sist the AM | Highway Traffic Safety ISA in determining who Rigotion equinates area | Act es | å subsequent Manufactures |

| | | | | | | | | , | | | | |
|---|--------------------------|--|---------------------|---------------------------------|----------------------------------|------------------|-----------------------------|----------------------------|-----------------------|-----------------------------------|-------------------|--|
| | | | DO | T Auto S | afety Hoti | line | | | FC | IR AGENCY USE O | NLY | 100148 |
| U.S. Departme of Transportet | | | icle | Owner port Veh | 's Ques ikie Safety | tion Def | | | Date Re | celved | Rep | pository 🖸 |
| National High | | | | | DASH-2-(X) | | | | ne. | -MAR-2004 | 0. | đeranca No. |
| Traffic Syfety | , - | TMT | النبد ده | | -327-4236 htsp.dot.g | | or Hoo | | | -rput-200- | I | 060670 |
| Administrati | מס | 2141 | | 11-11-41 | | 97(4 | | | | | [] | ······································ |
| | 01 | MINER INFOR | ΜΆΤ | ОК (Тура | or Print) | | | | | | - | ell Address |
| Name | | | | | | | | | | Î | • } " | 20 AVAIL 000 |
| Address | | | | | | | | | | | , | |
| City | | | | | | | | | | | " | |
| Do you authorize In the absence of Signature of Ow | if an au | to provide a thorization, N | сору НТВА | of this rep WZLL NO? | ort to the ma provide you | nufac r nam | turer of you e or addres | ur veh is to th Date | ie vehicis | Til yes manufacturer. | □ NO | |
| | | | - | | VEHICLE | INFO | RMATION | | | | | |
| 27 digit Velicie Mer | d Cation | Murrher Locate | d at bo | tiom of who | | | | | | Model | | Model Year |
| 3GNGK26G11G | | | | | | | CHEVROL | ET | | SUBLIRBAN | | 2001 |
| Date Purcha 18-OCT-03 | | Dealer's Nor JIM KEIL | ne and | Telephone | e Number | | | | | Engine: No: Cylinders | } | Puel Type: Gas |
| Orton D Own | er . | Dealer's City GRASS VAL | | <u> </u> | | | State CA | ZpC |)ode | | | <u> </u> |
| Transmission Type AUTOMATIC | | ntiliock Brakesi rulse Control | · | ertrein HEEL DRIV | * | | | | ent Code NG:HYDR | : IAULIC POWER AS | 5515T;P | имр_ |
| | | ruse Control | | | | | Multiple F | | | | | |
| | , - - | | | | ED COMPON | ENT(S |)/PART(S) |) INFO | RMATIC | N N | | |
| Incident Date(a) 01-MAR-2004 | (Pallu | re Mileage 49000 | Fallu | re Speed 5 | | | · | | | | | |
| | | ADDII | | | | | | PORT | | RE FAILURE | | |
| Tire Make DCT No. (Example | · DOTOM | LISARTISS | — | | (Name or Nur | | Τ. | | ! | e Size (Example P | 215/65 | R15) |
| Tire Component Co | | | | Prior I | el Equipment Repair | | Falure Lo | cation: | | - E-D W | | |
| | | A DOTTON | - T | | TOWN TO | - | | | | SEAT PAILURE | | |
| Make: | | VDDIIION | MEAT | #48 10 P | Date Manufe | | | _ | Model No | | | |
| Seat Type: | | | | | Installation S | | | | PROJECTIVO | A/MILIE | | |
| Child Seat Compor | vent Cox | ie: | Fe | alled Part: | | | | | | | | |
| • | | | Ple | | LICABLE DO | i de suite | i festrati (| a this | is and may | | | |
| Crash Yes Xino | | | | 0 | sons Intured | Nik | imber of Dea | aths | Report | ted to Palice N | | |
| Airmative Descrip Playse describe (Le, parts repaired | 1) even | ty landing up | to the | failure, (2 |) tolkere and I | ÇO M | nequences, | and (| 7) what w | nte dona te corre | st the N | lefture; |
| WHILE ATTEMPT 4 WHEEL DRIVE: | ING TO | DEPART FROM | M PICK Y THEN | ONG UP OL | OF TRAVEL TR | AJLER JBUR | , BOTH THE BAN WAS TO | POWI HE TR/ | ER STEER NILER'S B | ENG AND BRAKES RAKES, LUCKLY W | WENT | OUT ON OUR 2500 ESTILL IN THE |
| FROM WHAT I U | TION, I | PULLED THE S | LIRPIN | VETINE BEL | | | | | | SHAFT CAME OF PPEN WHEN THE I | | BOOSTER GOES |
| OUT. THE GOOD THIN TRAILER. | 3 15 TH4 | AT THUS NOT | H Y,JANC | APPENED | EN TOWN BUT | T NO T | ON THE FR | EEWA' | Y GOING | DOWN A GRADE F | NITTING | A 9,000 LBS |
| I HAVE REPLACE | D THE P | OWER STEER | ING PL | JMP AND A | M IN THE PRO |)CESS | OF HAVING | 5 THE I | BRAKES B | LEED AS THEY DO | M°ï °FE | EL" RIGHT. FAK |
| Include, if available | 4 0 - D -4 | p/Fire Decer | rimeret I | Renyet Ot | atos and Dec | nair Te | nvoice | | | TTACH ADVITOR | (A1 PUT | ETC 15 NECESSARY |
| The Privacy Act of 19 | 74-Publik | Lave #3-579 Th | | metion is see | successive pursua | nê te s | atherity verb | ed in th | n Matienal | Highway Tradic Balls | rty Act II | ETS IF NECESSARY Relationship |
| amanderants. You are should take appropri or a statistical summ | e under n rte actio | io altigration to : n to correct a se | respon: risty do | i this quark riset. If the l | onesire. Your M MTSA proceed: | uporus Willia | | سعد دخا اه | let the All | r8Å in determiske v | rhe they | a Manefacturer |

FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Vehicle Owner's Questionnaire To Report Yehicle Safety Defects Date Received Repository 🔲 U.S. Department of Transportation 1-888-DASH-2-DOT National Highway Reference No. 22-FEB-2004 (1-888-327-4236) Treffic Safety 10058691 IMTERNET www.nhtsa.dot.gov/hotline Administration OWNER INFORMATION (Type or Print) Continue Telephone Number | From 1 4 ddrood Name Address In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Therefore of Common authorization of the second common of the secon Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? XI NO Signature of Owner Date. VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of weedshirld on driver's side Model CHEVROLET SELVERADO 1GCGIC29U5YE Date Purchased Dealer's Name and Telephone Number Engine: CHASE CHEVROLET 209-475-6630 17-APR-00 No: Cylinders & Original Owner Dealer's City State Zip Code 95212 STOCKTON CA Vehicle Component Code Transmission Type Antifock Brakes **Powertrain** 015100 STEERING:HYDRAULIC POWER ASSIST:PUMP 4 WHEEL DRIVE **AUTOMATIC** Cruise Control Multiple Fallure: 1 PAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(6) Failure Micago Falure Speed 19-FEB-2004 56002 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE. Thre Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMALSABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: Tire Component Code The Falure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufectured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Falled Parts APPLICABLE INCIDENT DEFORMATION (Please describe in detail the incidentis), Fallurais), Crush(es), and intervites),) Number of Deaths Crash Number of Persons Injured Reported to Police

Model Year

Fuel Type:

Gas

2000

Harrathre Description of Incident(S), Cresh(es), and Injury(les). Please describe (1) events leading up to the fallure, (2) fallure and its consequences, and (3) what was done to correct the failure; Le, parts regained or replaced (sed Yeld part is svallable).

Yes 🛣 No

∐Yes ZorNol

THE POWER STEERING PUMP FAILED WHICH MADE THE STEERING AND THE BRAKES EXTREMELY DIFFICULT TO OPERATE. *18

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N

Include. If available: Police/Fire Department Report. Photos, and Repair Involce. ATTACH ADDITIONAL SHPETS IF NECESSARY The Privacy Act of 1974-Public Law 92-579 This information is requested paractiff to multionity wasted in the National Highway Traffic Safety Act and subcequest ts. You are under so obligation to respond this que waire. Your response may be used to easiel the MITEA in departmining whether a Menufacturer should take appropriate action to correct a safety detect. If the MITTA proceeds with administrative enforcement or Higheston against a parastropy-or, your response, or a statistical suspensely thereof, may be used in support of the agency's action.

| | | | D | OT Auto S | afety Hoti | ing | | I | FO | R AGENCY USE O | NLY | 335 |
|---|-------------------|-------------------------------|--------------|-----------------------------|---------------------------------------|-------------|---------------------------------|----------------------------|--------------------|-----------------------------------|---------------|------------------------|
| U.S. Departme of Transportati | | Veh. | icíc Io R | eport Veh | 's Quest icle Safety | D | nnaire Nects | Į | Date Red | selved | Rep | nository 🗆 |
| National High Traffic Safety Administratio | , , | INT | ERN | (1-888 | DASH-2-DC -327-4236 bisa.dot.gc |) | kotibe | | 09 | -FEB-2004 | | ference No. 1057757 |
| ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | MER INFOR | MAT | DON (Type | or Print) | _ | | { | | | | |
| Name | | | | 2010(-) | o | | | | De-Live- | Taleston March | E-m | ell Address |
| Address | | | | | | | | | | | | |
| City | | | | | | | | | | | | |
| Do you authorize In the absence of Skinature of Own | f an aut | to provide a horizetion, h | cop HTS | y of this rep A WILL NOT | ort to the ma provide you | nufi ne: | acturer of you me or address | er vehi s to th Date | e vehicle | ☐ YES I manufacturer. | X) NO | |
| | | | | | VEHICLE | DER | ORMATION | Jun | | | | |
| 17 digit Vehicle Iden | tification | Number Locate | d et | bottom of wind | | | | _ | | Model | | Model Year |
| 1G8H691R911 ² | | | . <u> </u> | | | | CHEVROLI | ĒT | | EXPRESS | | 2001 |
| Data Purcha 12-MAY-03 | | <u> </u> | | nd Telephone | Number | _ | | · | | Engine: No: Cylinders | | Puel Type: |
| Original Own | er | Dealar's City | • | | | | State | ZφC | ode | | | İ |
| Transmission Type | | tilock Brakes | Po | w artjal n | | _ | Velticle C 015200 5 | - | | AULIC POWER AS | SIST:P | UMP |
| | 100 | ulse Control | | | | | Multiple F | allyre: | 1 | " | | |
| | | | | PAIL | D CON POR | NT | B)/PART(S) | INFO | RNATE | <u> </u> | | |
| Incident Date(s) | ' falu | re Menga | Fal | ure Speed | · . | | | | | | - | : |
| | | APDIT | TON | AL ITEMS T | O BE COMPL | ett | D WHEN RE | ORT | MA DE | REPAILURE | | |
| Tre Make | _ | | | | (Name or Nun | | | _ | | e Ske (Branspie P | 21.5/65 | R15) |
| OT No. (Example: | DOTM | (L9ABC036) | | Origin | al Equipment tepair | | Fallure Loc | ation: | | | | |
| ire Component Co | de | | | | | | | | Tire | Failure Type | | |
| | | ADDITION | AL <u>I</u> | темя то в | COMPLETE | D W | HEN REPOR | TING / | CHILD | SEAT FAILURE | | |
| take: | | | | | Date Manufai | | | | <u>Model No</u> | ./Name: | | |
| Seat Type: Child Seat Compon | ant Cod | a- | _ | Felled Part: | Installation S | rste | m: . | | | | | |
| and some ownport | -10- | ·- | | | LECABLE INC | TĎ: | ENT INFORMA | ATEON | | | | |
| 5-alt | 1 | | | leagn describe | in detail the inci sons Intured | deni | 91 Februári C | maries. | L and Infla | v@er1) red to Police | | |
| Crash <u>Yes XX No</u> Matrativa Descrip | | | | | | | lumber of Dea | uns | 1 | N. | | |
| Picasa describe (: Le, parts repaired | L) event | s Isading up | to th | io fallure, (2) | fallura and k | 2 00 | Hadquelices, | ind (3 |) what w | ue dame to correc | t the fi | illure; |
| WHILE DRIVING DETERMINED TH | ON THE VT POWI | HÆGHWAY (5) ER STÆERING | KGJN SH/ | E AND BRAID NFT SEPARAT | ES PAILED AT TED, AND DEA | TH: LER | SAME TIME. REPLACED TO | VEHD HE POA | CLE WAS NER STE | TOWED TO THE I SRING PUMP. *AK | DEALER | , WHO |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

Include. If available: Police/Fire Department Report. Photos. and Repair Invoice.

ATTACH ACCIDITIONAL SUFFIX IF MECHSORY
The Privacy Act of 1870-Public Law IXI-579 This information is requested purposed to authority vested in the National Highesty Truffic Safety Act and aphroquent suspensionally for the National Highesty Truffic Safety Act and aphroquent suspensionally and the safety in determining whether a Manufacturer about this appropriate action to correct a surfect of the SAFETA proceeds with a siminates the selectors are Righties against a manufacturer, year response, or a statistical sermonary thereof, may be used in support of the agency's action.

| | | 1 | D | OT Auto Si | afety Hotlina | | | FO | R AGENCY USE ON | LY : | 100148 |
|--------------------------------------|------------------------------|------------------------------|----------------|------------------------------|--|-------------------|-----------------|---------------------|---------------------|-------------|--------------------|
| U.S. Departme of Transportati | | Veb 1 | icie la Ri | eport Yehl | 's Question icle Safety De | anaire fects | | Oate Res | ælved | Rep | ository 🔲 |
| Mational High | | | | | ASH-2-DÖT 327-4236) | | | 11 | -F55-2004 | Ref | erence No. |
| Traffic Safety Administratio | | IM | ERN | | tsa.dot.gov/l | otine | | | | 10 | 057046 |
| | ÓW | MER INFOR | MAT | EOH (Type : | or Print' | | | | | <u> </u> | |
| Mamo Addres | | | | | | | | | аг | E-me | I Address |
| City | | | | | | | | | er | | |
| In the absence o | f an euth | to provide d orization, h | e copi HTS/ | y of this repo L WILL NOT | ert to the manufac provide your nam | cturer of yo | nt to s | icle? he vehicle | MYES Communication | NO. | |
| Signature of Own | HET | | | | | | Deta | <u> </u> | <u></u> | | |
| | | | | | VEHICLE INFO | 7-7 | | | | | |
| 17 digit Vehicle kler 1GTGKZ9UZYE | | lumber Locato | ed at b | KORTOOM OF WINES | initeld on diriver's side | Make GMC | | | Model SIERRA | | Model Year 2000 |
| Date Purchas | sad | Desler's Na | me an | id Telephane | Number | <u> </u> | | | Engine: | | Fuel Type: |
| Orbbal Over | Original Owner Dealer's City | | | | | | Starte Zip Code | | | | G8s |
| X | | Undared 5 City | | <u> </u> | | 2018 | 441 | .oge | | | |
| Transmission Type | ₩ Am | lock Brakes | Pon | wertrain | | | | ent Code | AULIC POWER ASS | 7CT-DI | 1145) |
| AUTOMATIC · | XI Cru | ise Control | 4 ¥ | VHEEL DRIVE | ł | Multiple i | | | HOLD POTER RA | A_31.FL | |
| | • | | | PAILE | COMPONENT(S |)/PART(S) | INFO | RMATEC | | | |
| Incident Date(s) 08-FEB-2004 | Fallure | Mileage | Falk | re Speed 15 | | | | | | | |
| | | ADDIT | ION | | NE COMPLETE | WHEN RE | PORT | OE A TU | RE FATLURE | | |
| Tire Make | | | - 1 | Tire Model (| Name or Number) | | | Thr | ≥ Size (Example P2) | 15/65R | 15) |
| XXT No. (Example: | DOTMAL | SABC036) | ╛ | Ortgina | i Equipment spair | Failure Lo | cation | : | | | |
| Tire Component Co | de | 1 | | | | | | Tire | Failure Type | | |
| | | ADDITION | ALΠ | | COMPLETED WI | | | | | | |
| Anke: | | —— | | | Date Manufacture | | | Madel No. | /Name: | | |
| eet Type: hild Seat Compon | | | | | nstellation System | τ | | | | | <u> </u> |
| and Seat Company | ent Cobe | - | - | alled Part: | DCABLE INCIDE | JT THEODIE | A-TT-04 | | | | |
| <u> </u> | | | | ease describe is | detail the incidents | l Fathershil (| a le | | v@esl} | | |
| Crash | Fire | X No | Neur | mber of Perso 0 | ons Intured Na | imber of Dea O | ethe. | | ed to Police N | | |
| Namative Descript | ion of In | cident(\$1. C | rasb(| ee), and Inju | ry(lee). | | | | | | |
| Pience describe (1 |) evente | leading up | to the | folkere, (2) | fallere and its con | dequences, | ead (2 | l) what w | us desse to correct | the ful | luru; |
| | | | | | | | | | THING, AFTER 1 GO | | |
| - 41011 A110 A 3 | | MANAGE PARTY | · ma ré | | * OAKE 10 V 311 | 21 WILLIAM | | TAN VUL | UTUNO, AT 15K I GU | / I V.J.J.P | HKULIMAD |

CALLHADINO POWER STEERING OR BRAKES, I DROVE THE TRUCK

HOME AND INVESTIGATED THE PROBLEM WITH THE HELP OF FRIENDS AND A SPECIFIC REPAIR MANUAL. THE PROBLEM IS THE POWER

STEERING SHAFT COMPLETELY SEVERED. *AK

Include, If available: Police/Fire Occariment Report, Photos, and Repair Involce, ATTACH ADDITIONAL SHEETS IF MECESSARY The Privacy Act of 1974-Public Law (U-978 This information is required to present instance in the limition of Highest Traffic Selects Act and subsequent assessments. You are under no obligation to recepted this questions has recently under the results of 1974-Public Law (U-978 This information is required to authority vested in the limition of Highest Traffic Selects Act and passessment assessment in separate action to correct a safety defect. If the N-178A processed with administrative endoctation of litigation against a measure-transport of the against a desirable action to correct a safety defect. If the N-178A processed with administrative endoctation of litigation against a measure-transport of the against a desirable action.

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|---|--------------------|----------------|------------------------|--------------|------------------------------|-------------------------------------|------------------|-----------------------------|-----------------|----------------------|---|----------------------------|-----------------------------------|--|
| | | | | Ď | OT Auto Si | fety Hoti | ìne | | _[| FC | R AGENCY USE | ONLY | 100148 | |
| U.5, Departme of Transportati | | Ì | Vehi • T | icie o R | Owner' | icle Safety | Def | naire ects | | Date Re | cetved | Rep | resitery 🗌 | |
| National High Traffic Safety Administratio | , - | | 19(1 1 | ERN | | ASH-2-D0 327-4236 itsa.dot.go |) | ot l ine | | 02 | FEB-2004 | EB-2004 Reference 10056310 | | |
| | | NNE | R INFOR | MA. | TEIN (Type o | or Print') | | | ⊣ | | | | | |
| Neme | | | | | | | | | | | | | | |
| Addres | | | | | | | | | | | | | | |
| CERy | | | | | | | | | | | | | | |
| Do you authorize In the absence o | f an aut | thor | provide e zation, N | HTS | y of this repo A WILL HOT | rt to the me provide you | กเสีย (เกษสา | turer of you a or addres | s to th | e vehicle | YES manufacturer. | □ NO | | |
| Signature of Own | <u> </u> | | | _ | | | - | | Cate | | | | | |
| 17 digit Vahicle Iden | محالي | lb. | has Lamba | 4 = P | heatener of warele | VEHICLE : | _ | | _ | | Model | | Model Year | |
| 1GCGK29UXYE | | i recer | Der Lucare | A) AL | OOCOGIO MELE | amini (jir armar | o seuco | CHEVROL | ET | | SILVERADO | | 2000 | |
| Date Purchas 28-DEC-99 | | De | aler's Ne | ne a | nd Telephone | Number | | <u> </u> | | | Engine: No: Cylinders | 8 | FuelType: Gas | |
| Original Own | | Des | aler's Oty | , | | | | State | ZPC | ode | , | | | |
| Transmission Type | XI A | ntilo | k Brains | Pt | wertrain | | | Vehide O | • | | : 5. HYDRAULIC:I | WINNED T | еегет | |
| AUTOMATEC | M C | ruisa | Control | 4 | WHEEL DRIVE | ! | | Multiple F | | | | O II E N A | : | |
| | | • | | | FAILE | D COMPONE | NT(S |)/PART(S) | DFO | RMATEC | H : | | | |
| Incident Date(s) 31-JAN-2004 | Fally | 17e M 300 | eage 00 | Fel | lure Speed 15 | : | ٠. | | | | | • | | |
| | | _ | ADDIT | 104 | AL ITEMS TO | D BE COMPL | ETED | WHENRE | PORTE | NG A TI | RE FATLURE | - | • | |
| Tire Maite | | | | | | Name or Nun | | | | | e Siza (Example | P215/65 | R15) | |
| DOT No. (Example: | DOTE | ALDA | BC036) | | Origina Prior Ru | i Squipment eoair | | Faiture Loc | cation: | | • • • | | | |
| The Component Co | de | | | | | | | | | Tim | Fakire Type | | | |
| | _ | AL | DITION | AL: | TEMS TO BE | COMPLETE | D WH | EN REPOR | TDV6 / | | SEAT FAILUR | E | | |
| Make: | | | | | | Date Manufa | ctured | <u>-</u> : | | Model No | /Nerriec | | | |
| Seat Type: | | _ | | | | installation S | ystem | | | | · | | | |
| Child Seat Compan | ent Cod | ie: | | | Falled Part: | ICABLE IN | | T THETON | | | | | | |
| | | | | | lease describe i | n detail the Inc | | | | and into | | | | |
| Crash ☐Yes 🗷 No | | | XÌ.No. | | umber of Pers | | Nico | mber of Dec C | iths | Repart | ad to Police N | | | |
| Harrative Descrip Pleasa describe (: Le, parts repulred | L) eveni | 6 6 | مِن وعقه | 68 | be fallure, (2) | fallure and R | 2 000 | saquences, | end (3 |) what w | es done to com | act the fi | ellere) | |
| THIS OCCURRED MAKE A TIGHT RI COMING AT ME. | ON SAT | TURE UND 1 | AY, 1/31 URN FRI | /04. OM / | VEHICLE MAN | GE: 2500 CHE N ONTO THE | MAIN | I ROAD IN S | YRÁCI | ISE, NEW | YORK AS OPPO | ISING TR | AFFIC WAS | |
| THAT THE POWER BLOCK FROM THA | R STEER AT POIN | EDNG IT II | WAS QU AD TO B | ITE Rak | ROUGH, QUIT E AND FOUND | E ROUGH WA OUT THAT I | AS NO THERLE | T THE WOR WERE NO I | D FOR | IT AS TI TZIZZA J | ERE WAS NO P ED BRAKES ON | OWER 51 THE VEHI | TEERINGI ABOUT ICLE. NO IDIOT | |
| LIGHTS CAME ON IN THE MASTER E | RAKE A | . ANI IND I | THIS PA | UESE TIEE | NTED QUITE / RING CYLINDE | A SERIOUS P. ERS WERE RI | robu Ght l | EM ESPECIA JP TO NORM | ALLEN MALLEN | TH THE ! /ELS AND | SNOW PLOW AT THE SERPENTI | TACHED. NE BELT Y | , BOTH THE FLUD WAS RELATIVELY | |

BLOCK FROM THAT POINT I HAD TO BRAKE AND FOUND OUT THAT THERE WERE NO POWER ASSISTED BRAKES ON THE VEHICLE. NO IDIOT LIGHTS CAME ON AT ALL AND THIS PRESENTED QUITE A SERIOUS PROBLEM ESPECIALLY WITH THE SNOW PLOW ATTACHED, BOTH THE FLUID IN THE MASTER BRAKE AND FOWER STEERING CYLINDERS WERE RIGHT UP TO NORMAL LEVELS AND THE SERPENTINE BELT WAS RELATIVELY NEW AND INTACT! TRUST ME THAT I AM NOT HAPPY ABOUT THIS AT ALL FROM A VEHICLE THAT HAS ONLY 30,000 MILES ON IT AND HAS BEEN PLAGUED WITH VARIOUS MAJOR PROBLEMS THROUGHOUT ITS SOMEWHAT YOUTHFUL HISTORY INCLUDING TWO (2) FULL BRAKE JOBS TO DATE. ITM JUST THANNOUL THAT NO ONE WAS HURT INCLUDING MYSELF. I WANT THIS LETTER TO BE RELAYED TO THE CHEVROLET ZONE MANAGER AND I WOULD LIKE THEIR INPUT ON THE ISSUES THAT HAVE BEEN PRESENTED. AS A CONSUMER THERE IS NO WAY THAT BOTH THE POWER STEERING AND BRAKES SHOULD HAVE GONE AT THE SAME TIME, PLUS, THE FACT THAT THERE WERE NO INDICATIONS OF A MAJOR PRINCIPLE. If available: Police/Fire Degardment Report. Photos, and Repair Empire.

The Privacy Act of 1974-Public Law 92.57 This information is requested pursuant to enthurity vested in the fintines Fruits Inferty Act and authorized pursuant to enthurity vested in the first and Fruits Inferty Act and authorized pursuant. You are made no obligation to respond this positionant, you respond to specify the HTTA is determining whether a should take appropriate action to correct a guida defect. If the HTTA proceeds with administrative enforcement or Eligation against a manufacturar, your response, or a stablished numerary thereof, may be used in support of the agency's action.

| · 🙉 | | | D | OT Auto Si | afety Hoti | Ine | | | PC | R AGENCY USE | ONLY | 252 | |
|---|-------------|---------------------|--------------|--|---|-------------------|-------------------|---------|----------|-------------------------------|----------|-----------------------------------|--|
| U.S. Departme of Transporteti National High Traffic Safety Administration | MS Y | . 1 | icle To R | Owner eport Vehi 1-888-D | 's Quest icle Sefet; ASH-2-DC 327-4236 | tion Pet () | ects | | Dete Re | celved i-F <i>E</i> B-2004 | R | Repository Reference No. 10055619 | |
| | QV | VIER DEOR | MAI | TON (Type : | or Print) | | | | | | | | |
| Name Addres City Do you authorize In the absence o | 'en aut | to provide a | oop HTS | y of this repo | ort to the ma provide you | nulsc r nam | turer of yo | s to th | e vahida | □ YES manufacturer. | er E-n | nail Address | |
| Signature of Own | <u> </u> | | | | VEHICLE | n en | MATTER | Date | ····· (| | | | |
| 17 digt Vehicle Iden 1GCHIQ9U61E1 | trication | Number Locate | ed est (| bottom of winds | | | Make CHEVROL | ET . | | Model SILVERADO | | Model Year 2001 | |
| Date Purchas | | ANDERSON | CHE | nd Telephone VROLET | | | | | | Engine: No: Cylinders | <u>a</u> | Fuel Type Gas | |
| Original Own | | | | r | State CA | Zip Ci 9403 | | | | _ _ | | | |
| Transmission Type AUTOMATIC | , | | | | Vehicle Compor 033000 SERVIX Multiple Fellure | | | | | : S, HYDRAULIC:P | OWER | ASSIST | |
| | | : | | FAILE | D COMPONE | MT(S |)/PART(8) | INFO | RMATIC | ON . | | | |
| Incident Date(s) 01-JAN-2004 | | re Mileage 35000 | Fall | ure Speed 10 | | | | | | | | | |
| | | ADDIT | TON | | | | WHENRE | ORTI | GATI | RE FAILURE | | | |
| re Make | | | | Tire Model (| Name or Nun | nber'i | | | Tir | e Ske (Example | P215/68 | SR15) | |
| KOT No. (Example: | | NL9ABC036) | | Ortotna Prilor R | d Equipment epair | | Failure Lo | ation: | | | | | |
| ire Companent Co | de | | | | | | _ | | Tire | : Failure Type | | | |
| | | ADDITION | ALI | | | | | _ | | SEAT FAILURI | ! | | |
| take: eat Type: | | | | | Dete Manufa | | | <u></u> | 4odel No | ./Name: | | | |
| hild Seat Compon | ent Cod | e: | _ | Failed Part: | installetion S | V STORY | <u></u> . | | | | | | |
| | | | | APPL | ICABLE IN | | | | | | | | |
| Crash Yes X No | ion of I | ncident(6). C | Nu | lease describe is miber of Pers (au), and Inju | one Injured | Nu | riber of Dea O | iths | Report | sed to Police N | | | |
| | | a landles as | - | 4 4 Hune (2) | da Bruse mari b | | | and fit | - | as does to corn | | la Barra i | |

N BACKING DEALER REPLACED THE POWER BOOSTER, POWER STEERING PUMP AND SERPENTINE BELT. *AK *NM

Include. If available: Police/Fre Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1874-Public Law 45-579 This information is requested puresent to authority vented in the flattonal Highway Traffic Safety Act and minimization to respond this questionnels. You are because the fitted in determining sheetly a Herest current sheald take represented action to correct a safety defect. If the HITSA proceeds with a similability and requested regions against a manufacturer, your response, or a statistical security thansor, may be used in stage of the againty's action. ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT Auto Safety Hotiline

Vehicle Owner's Questionnaire

| FOR AGENCY | USE ONLY | 100184 |
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| Date Received | Repos |

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| of Transportatio | n | Т | o Re | | ICIO Safet | | ects | 1 | | | <u> </u> | |
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| National High | VEV | | | | 9ASH-2-DC -327-4236 | | | - 4 | 20- | JAN-2004 | Ref | ference No. |
| Traffic Safety | • | INT | Sk Ni | | -327-4230 htsa.dot.g | | otfne | - 1 | | | 10 | 055433 |
| Administration | | | | | | , | | _ | | | l | |
| Bb | | UNED INFOS | MAT | TOMÉTURA | ar Print) | | | | | | ŧ | si Address |
| Name | | | | | | | | | | | -"- | |
| Address | | | | | | | | | | - | 1 | |
| City | | | | | | | | | | | l | |
| Do you authorize | NHT5A | to provide a | СОР | y of this reg | ort to the ma | епибас | turer of you | ir vahk | cle? | □ vec 5 | ON D | |
| Do you authorize In the absence of | an aut | horization, N | HTS | WILL NOT | provide you | ir nam | e or address | a to the | vehicle | menufacturer. | | |
| Signature of Own | <u></u> | | | | • | | | Date. | | <u> </u> | | |
| | : | | | | | | MATION | | | | | |
| 17 digit Vehicle Ident | Matton | Number Locate | ed at b | pottom of who | åshleld om drive | ırs side | Make | | | Model | | Model Year |
| | | | | | | | CHEVROLET | | | SUBURBAN | | 2000 |
| | | | | | | | | | | <u></u> | | |
| Date Purchas | ed | Dealer's Nar | ताट शा | ad Telephon | ê Number | | | | | Engine: | | Fuel Type: |
| 0-1-10 | - | | | | | | | | | No: Cylinders | | (|
| Original Owns | ı. | Dealer's City | ř | | | | State | ZapCo | OCB | | | ı |
| | | | Γ. | | | | Vehicle Co | ~~~~ | int Code | I | | • |
| Transmission Type | I | ntillock Brakes | Por | wertrain | | | | | | AULIC POWER ASS | 3157:P | UMP |
| | ļΩα | ruise Control I | 1 | | | | | | | | | |
| | l | | l | | | | Multiple F | allure: | 3 _ | | | |
| | | | | FAIL | ED COMPON | ENT(S |)/PART(S) | INFO | MATE | W . | | |
| Incident Date(s) | Failu | re Miesge | Fail | ure Speed | | | _ | | | | | |
| 04-NOV-2003 | | 500 | | | | | | | | | | |
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| Tire Make | | APDIT | TON | | (Name or Nu | | WHAT RE | ORTH | AE V ÎN | RE PAILURE e Size (Example P2 | 12/65 | D1 E |
| I T C I MARKE | | | - 1 | 195 MODE | (Marile Of Mu | iine i | | | " | e 32e (Cample 72 | 13/001 | KTS) |
| DOT No. (Example: | DOTH | 119ABC1136) | ヿ | | al Equipment | | Fallure Loc | cation: | | | | |
| Tire Component Co | — ع | | | L PHOF | Receir | | <u> </u> | | | | | |
| | | | | | | | | | | Failure Type | | |
| -4.1 | - | ADDITION | ML. | TEMS TO B | | | | _ | | SEAT PAILURE | | |
| Make: | | | | | Date Menufa | | | 1 | fodel No | ./Name: | | |
| Seet Type: | | 4 | | | Installation S | y st e n | <u> </u> | | | | | |
| Child Seat Compon | ent Cat | Je; | | Felled Part: | | | | | | | | |
| | | | æ | | PLECABLE DA Lis detail sha in | | | | | ry/Jest.) | | |
| Cresh | Fire! | | | | esons Intured | | mber of Dea | | | ted to Police | | |
| Yes (X No | ļФ¥ | es XINo | | 0 | | | 0 | | <u> </u> | N | | |
| Nerrolive Descript Pieses describe (1 | OF OF | incident(5), C to leading up | to th | (es), and In m fallers, (7 | (ury(les). I failure and | lbi con | irad Mê Bêda. | and (3) |) what w | no down to correct | the fr | ilures |
| i.e, parts repaired | Of Lab | eced (end Y | piej pa | art is avelig | jda). | | | | | | | · |
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| VEHICLE WAS TAI | | THE DEALER | , WH | O REPLACE | D THE POWE | ₹ 211 | AING PUMP. | . ALSO | WATER | AND FUEL PUMPS | WERE | REPLACED. *AK |
| | | | | | | | | | | | | |
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| Include, if gyallab | le: Dell | re/Fire Denard | tmont | t Report. Dk | otos, and Pe | pak fr | vníce. | | | TTACH ADDITIONS | I GUE | FTS IF NECESSARY |
| The Privacy Act of 197 | 4-Public | Larer #3-679 Th | | armet be is re | dampsy beckin | unt lib H | utherity verte | ed in the | Re (Spane) | Highway Tryffic Amfuty | y Act m | nd a schoopsesset |
| arrandments. You are | Market P | o shill strict to | him a | ed this exect | rann ber Year e | | | - | et the Mil | Will be derived by the wal- | و معظام | Manufacture |

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|--|-------------|--------------------------------|--------|----------------|------|---|------------------------|------------------|-------------------|--------------------------|-------------|----------------------|
| • | ļ | | D | OT Auto S | Col | ety Hotline | | - 1 | FO | R AGENCY USE OF | LY 1 | 368 |
| U.S. Department of Transportation National Highway Traffic Safety Administration Vehicle Owner's Question To Report Vehicle Safety Def 1-888-DASH-2-DOT (1-888-327-4236) INTERNET revewenhtsa.dot.gov/h | | | | | | scte | | Date Rec | eived APR-2004 | Reference No. 10066906 | | |
| | CM | rest Direct | MAT | IONIType | a | Print) | | □ | | | <u> </u> | 4.44 |
| Addres City Do you authorize s | OUTS4 | to provide a | - | u of the ca | 200 | t to the meauled | tree of vo | v vahi | de? | ber | | il Address |
| Do you authorize to in the absence of Signature of Owns | en adti | hartzetlon, M | HTS | A WILL NO | Гр | rovide your name | or address | o to the Date | e vehicle | manyfacturer. | ŭ NO | • |
| | | | | | | VEHICLE INFOR | MOTTAM | | | | | |
| 17 digit Vehicle Identi | Rication . | Humber Locate | d at i | bottom of win | deh | leks on driver's side | Make GMC | | | Model SIERRA | _ | Medel Year 2002 |
| Date Purchase | · | | | nd Telephon | e N | lumber | | I | | Engine: No: Cylinders | | Fuel Type: |
| Original Owner Dealer's Ckγ | | | | | | | State | Zoc | ode | ì | | |
| Transmission Type | | ntilock Brakes wise Control | Po | wertrain. | | | Vehicle Co 015000 S | • | | AULIC POWER AS | SIST S | /STEM |
| | | use control | | | _ | | Multiple F | alkarec | 1 | | | |
| | | | | | 卑 | COMPONENT(S | //PART(S) | INFO | RMATIC | M | | |
| Incident (Vate(s) 04-APR-2004 | Fallur | ne Mileage S009 | Fal | lure Speed | | | | | | | | |
| | \equiv | ADDIT | ION | | | BE COMPLETED | WHENRE | ORTI | | | | |
| Tire Make | · | | | Tire Mode | I (N | lame or Number) | | 1 | Th | e Size (Example P2 | 15/65 | R15) |
| DOT No. (Example: | | NL9ABC036) | | Origin | | Equipment pair | Failure Loc | ation: | | | | |
| Tire Component Cor | de : | | | | | | _ | | | s Fallure Type | | |
| | | ADDITION | AL1 | T846 TO E | _ | COMPLETED WH | | TING / | | SEAT FAILURE | | |
| Make: | | | | <u></u> | _ | te Manufactured | | | <u> Hadel No</u> | /Name: | | |
| Seet Type: Child Seet Compone | ent Cord | le: | _ | Falled Part: | Tīv | stalation System | <u> </u> | | | | | |
| | | | | API | | CABLE INCIDEN | | | | | | |
| Crash No | Pre | es XX No | | | | detail the Incidentis) ns Intured . Nu | | | | ted to Police Y | _ | |
| Narrative Descript Planne describe (1 Le, parts repaired |) event | ie leading up | to t | ba fallura, (2 | ŋ. | Militere and los com | Mquences, | end (3 |) what w | ias dome to correct | t the l'a | Mure; |
| WHILE MAKING A NOTIFIED, BUT DI | RIGHT | HAND TURN | CON | SUMER LOS | T S | - | DL THIS CA | (USED) | THE CON | SUMER TO HIT AY | WALL. | OEALERSHIP WAS |
| | | | | | | | | | | | | |

Include, I evalable: Police/Fire Department Report. Photos, and Repair Invaire.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 99-679 This information is requested pursuant to earlier rity vested in the Photocal Highway Traffic Enfety Act and enhancement emperors and to see and on a subject to the privacy and the second and t

EA04-012 Crash Vehicles

| _ | | | OwnerFleet_F_ | OwnerFleetAre | OwnerFleetPh | |
|---------------|--------------|------|---------------|---------------|--------------|-------------|
| Attact/ment # | OwnerFleet_L | Name | Name | #Gode | Ditte | VIN |
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| 2A GM Report | | | | | | 1GCGK29U2Y |
| 2C GM Report | | | | | | 1GTHK29U62 |
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| 2B GM Report | | | | | | 1GCGK29U3Y |
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| 2B GM Report | | | | | | 1GCGK29U2Y |
| 2B GM Report | | | | | | 1GCJK33G31I |
| 2E GM Report | | | | | | |
| Match VOQ | | | | | | 1GCHK29U51 |
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| 2B GM Report | | | | | | 1GCGK24R7Y |
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| 2A GM Report | | | | | | 1GCGK24R6Y |
| 2B GM Report | | | | | | 1GTGK23JXY |
| 2B GM Report | | | | | | 1GCHK29U62 |
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| 2A GM Report | | | | | | 1GCGK29U6Y |
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| 2B GM Report | | | | | | 1GCGK24U3Y |
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| 2B GM Report | | | | | | 1GCGK29U1Y |
| 2B GM Report | | | | | | 1GBJG31R12 |
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| 2B GM Report | | | | | | 1GCHG35R5Y |
| 2B GM Report | | | | | | 1GCGK23J7Y |
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| 2A GM Report | | | | | | 1GCGG29R4Y |
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| 2B GM Report | | | | | | 3GNGK26U12 |
| 2A GM Report | | | | | | 1GBHG31R51 |
| 2A GM Report | | | | | | 1GTHK33J5Y |
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| 2A GM Report | | | | | | 1GCGK24R4Y |
| ODI# 865823 | | | | | | 1GTGK23J2Y |